

SAS Survey

- Have a final report including comments
- Today summarize comments

1. *I am:*

- 4 a. An undergraduate student
- 25 b. A graduate student
- 25 c. A post-doctoral research associate
- 9 d. A junior research staff member
- 46 e. A senior research staff member
- 5 f. A tenure-track professor
- 38 g. A tenured professor

158 Responses

106 University based

2. *My home institute is*

- 9 a. Brookhaven National Laboratory
- 16 b. Another U.S. National Laboratory
- 80 c. A U.S. University
- 26 d. A non-U.S. Laboratory or Institute
- 22 e. A non-U.S. University

50:50 Foreign:US

3. *I am a:*

- 75 a. U.S. citizen
- 80 b. Foreign national

4. *I inform the Users' office of my visits to BNL by using the on-line notification system:*

84 a. Always

25 b. Most of the time

15 c. Infrequently

30 d. Never

Specific comments

Getting on Site

5. *Gaining access to the BNL site the first time was*

89 a. Not a problem

26 b. Moderately difficult

15 c. Difficult and time consuming

25 d. Don't remember

Specific comments

Correlation?

2 types of comments – long time ago

Obvious foreigners with stories

11. *Have you had difficulties picking up keys at Security when checking in after-hours or during holiday periods?*

0 a. Always

1 b. Most of the time

20 c. Infrequently

120 d. Never

Specific comments: **No problems. Is housing office open till midnight and on Sunday**

6. *How do you rate the help the Users' office provided in gaining access to BNL for you initial or subsequent visits?*

116 a. Good

19 b. Average

3 c. Poor

16 d. No opinion

Specific comment

Mostly complementary

Complaints more about system (visas, safety training) than office

Sometimes crowded

One said LANL and CERN better

12. *How do you rate services such as badge renewal and safety training status provided by the Users' office?*

106 a. Good

30 b. Average

7 c. Poor

10 d. No opinion

Specific comments **Mostly about policy. Badges after 4 a problem.**

Notification of expiring badge good.

Users Office

2/3 Good!

8. *How often did you have difficulties entering the site at the front gate even through you possess a valid ID.*

0 a. Always

8 b. Most of the time

49 c. Infrequently

98 d. Never

Specific comments

Problems when ID or visa not valid.

Some difficulty with guards when this happens.

Car registration. Only one officer enforces this.

Uniformity of rules enforcement. (I think would prefer that the loose interpretation was the rule.)

Front Gate

2/3 no problems

9. *The officers at the front gate scan my ID*

106 a. Always

33 b. Most of the time

4 c. Infrequently

7 d. Never

Specific comments

Procedure is an annoyance

Not everyone scanned if many in car

10. *The officers at the front gate are professional, courteous and helpful*

91 a. Always

58 b. Most of the time

4 c. About half the time

0 d. Rarely

Specific comments

Overall positive. Some dependency on who and when.

13. *How do you rate the ease of use of the online web site that records your training status?*

100 a. Good

38 b. Average

5 c. Poor

12 d. No opinion

Specific comments **Mostly details.**

14. *How do you rate the accuracy of your training status as maintained at the online web site?*

119 a. Good

20 b. Average

2 c. Poor

12 d. No opinion

Specific comments **few comments**

Web Training and Records

Very Favorable

15. *How do you rate the ease of use of the web based safety training?*

101 a. Good

35 b. Average

11 c. Poor

7 d. No opinion

Specific comments **Many complaints on web browser and Windows dependence**

16. *How do you rate connections between the various onsite computer networks and systems?*

62 a. Good

71 b. OK, but could be better.

3 c. Frequent disruptions or slow response.

11 d. Security systems make it difficult to accomplish my work.

BNL systems you regularly use

Specific comments **Mostly complaints. Proxy a pain. Firewall too slow. Internal vs external, switching all the time.**

Computer Issues

17. *How do you rate computer access to needed BNL systems from your home institution?*

63 a. Good

54 b. OK, but could be better.

14 c. Frequent disruptions or slow response.

13 d. Security systems make it difficult to accomplish my work.

BNL systems you regularly use

Specific comments **Lots of specific complaints. Are people not getting help or don't know who to ask? Too slow!**

A little more mixed

18. *Is there sufficient capability to transfer large data sets to offsite computing centers for analysis or storage?*

12 a. No. Much larger data transfer capabilities are required for my research.

33 b. Not always. Moderate upgrades would help my research needs.

22 c. Current capabilities are adequate.

81 d. No opinion

Specific comments **Few. No theme**

19. *What does BNL do well to help you reach your scientific goals?*

Many replies

Many compliments to staff at BNL

Quality of life issues are very important to users

20. *What are the biggest impediments at BNL interfering with you reaching your scientific goals?*

Many replies

Safety Bureaucracy

Site access for foreigners

Bureaucracy

Cyber security

Future

- Unless there is a specific request I am done with the raw data.
- With whom else should we share some of this data?
- Are there action items on computing we can take up?
- Safety?